

**IMAC TATA Meeting
9-19-06
Meeting Minutes**

**Fen Oak Training Center
10-2**

Attendees: Paulette Penick, Kelly Garcia, Deanna Tessman, Melody August, Theresa Fosbinder, Margaret Romens, Eduardo Zarate, Jenny Hoffman, Keli Poppe, Tricia Bless, Jaquie Coutant. Invited guests: Eric Gibson, Kevin Raines, presenters; Marina Olivencia, Abigail Ellis, new IM trainers.

- Introduction of new IM trainers (CCDET staff): Marina Olivencia, Madison, Abigail Ellis, Oshkosh.
- Agenda additions if time: ECF, future meeting schedule, debrief on Report my Changes and other recent initiatives.

Learning Center (aka “Pathlore”) update: Eric Gibson

Eric did a demo of the look of the new DHFS IM Learning Center. Effective October 9, there will be separate ways into the learning center – one for DWD, one for DHFS. This will allow each area to implement different features as they desire – previously we were held to doing the same things, and that is not always what we needed to do. There will be interaction between them so you can get back and forth, and the same database is used so you don’t have to enter things twice.

Discussion and issues included:

- Need to consider where the link on the systems gateway goes – do DHFS learning center, DHFS learning Center, or page where you can choose. For first several months will be a redirect that will ask you where you want to go.
- We will be condensing the “help” feature that is out there – it is currently 24 pages.
- The “News” section will be for marketing, will also include history. For now we will still market via the CARES/policy coordinators list as well. Feedback from the group: they think that distribution list works well for training related items. We may consider a list serve type approach in the future.
- Catalog searches – let Eric know if you have ideas for searches. Per Jacaie and others, it has been hard to find the “core” pieces when you want them outside the new worker scope. Like if you just want to find the document on Case Comments. This used to be the “ground level” foundation stuff in the old NW model, and at least we knew we could find it there. Eric has a couple of ideas for being able to search for these better

- by keyword of the title, an/or by a logical grouping such as “core” materials.
- Will the desk aids come back to the Learning Center? No – we should have all desk aids in process help. Click on the process help links to submit items that you are looking for that are not there when you need them. Note that process help is a separate handbook that is also accessible from the EM web page, so if you want process help pieces (aka desk aids) outside of the CWW you can get them that way. If workers needed help navigation in process help and other handbooks and manuals, we hope that hey attending Eric’s recent distance classes on “Using help and Resources”. We are considering the need for more sessions like this
- There was a discussion about the fact that people are frustrated with the search capability in the online handbooks. Examples were: “Expenses” – the appendix portion did not come up. If you look for good cause, you can’t find it for MAPP, you end up in BadgerCare.
- We discussed the “contact us” link – people should send their requests in right away if they can’t find something. Theresa also mentioned that the communications section is working on a tool that will allow a search of all the handbooks at once.
- Phone number on the Learning Center page is the Training Call Center. There was discussion about if the Oshkosh number should appear there to so that people will know where to call to cancel people form classes, etc. We will take that under consideration for the final release.
- If you have ideas about what you want to see in the “New Worker Center” section of the learning Center, let Carol Hazelwood know.
- Decision – the group likes outside links (like the EM web Page) to open in a separate window.

Review of the IM Training Workplan (attached): Theresa

We discussed the projects on the IM training workplan. Discussion during this review included:

- Life estate section is confusing in the MA handbook per Melody. Theresa will tell the handbook writers.
- People called “New worker certifiers” are having trouble getting access to CWW.

- Re: LTC Managed Care conversion: need to think about expenses if they are open for Food Share – if expenses somehow change when they are moved to FC, this may need to be reflected for FS too.
- LTC managed care training: if there are more cases, which there may be because we are processing people off the waitlists, then agencies will need to deploy more workers to this. So it may be that these are workers who don't know EBD/LTC and need that series of training, as well as the FC/PACE/Partnership information.
- Jaquie mentioned issues with the Milwaukee change center and Report My Changes.
- There was a brainstorming discussion about what people would like to see in a BV training. Theresa took notes and will present a draft plan to the group for their reaction at the next meeting.

Brainstorming session about what would make new worker more effective

Carol talked about the fact that IM and WD new worker training are “splitting” – delivery of the programs will be coordinated as much as possible but they will be 2 separate programs. So while IM is “splitting” out, we would like to get some ideas of what else we could do to make the training better. Ideas included:

- Shorten up the beginning weeks
- Think about targeted curriculum – like someone who needs parts of CR and parts of resource specialist but not all of each. (Note: Carol said that folks should just call her when this happens and she can help customize).
- Margaret said it can be shorter – because of CWW, they are getting through CR/AE in 2 days instead of 3.
- Margaret – the time between classes is too long – all agreed there is too much time, they do not have enough to do.
- Margaret and others would like to see DX offered earlier. Also KIDS. If they had that right after FS classes then they could really do all that is needed to do FS work, even before they have the MA and OCM and other classes.
- Look at the front end independent pieces and focus them more on the things the workers need to know. Right now they spend time thinking about things they are not ready to understand, like the state government structure.

- Carol asked a question – is a 4 day class week too much for the trainee? Trainers have observed “overload”. Agencies don’t think 4 days is too much unless there is a holiday in that week – they need to keep them busy and productive.
- Overall people would like to see the new worker series condensed more.
- All agreed that training environment modifications would be a great help in agency as well as activities – is there were pre-loaded cases they could go practice certain functions on that would take up time when sometimes they currently don’t have things to do, and they would be learning.
- Folks like the idea of an assessment or assessments in new worker – it would help them work with their new workers more effectively.
- They don’t think that it would be appropriate for the new worker program to be all distance. The interaction with the new workers is important.

Next meeting October 17th – we will change the time to 10-2:30.

Respectfully submitted,
Theresa Fosbinder